

# CRS Report for Congress

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## **Federal Services for Constituents Available in Foreign Languages: Selected Sources**

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# Federal Services for Constituents Available in Foreign Languages: Selected Sources

## Summary

This report is a directory of sources on various federal constituent services available in foreign languages, to assist congressional offices in serving non-English speaking constituents. The topics covered are: access to jobs and workers' issues, Americans with Disabilities Act (ADA), childcare, consumer protection, disaster relief, elder care, emergency preparedness, environmental protection, Federal Bureau of Investigation (FBI), food safety, health, higher education, homeland security, housing, immigration, immunizations, Medicaid, Medicare, the Presidency, retirement, Small Business Administration (SBA), Social Security Administration (SSA), taxes, telephone service, travel and tourism, veterans affairs (VA), and voting.

Some sources were located where information is available in upwards of 30 languages; the most prevalent foreign language is Spanish. This report includes all foreign-language sources we could locate, including Spanish, and will be updated as needed. We have also prepared a separate CRS report focused only on Spanish-language sources: CRS Report RL31732, *Federal Services for Constituents Available in Spanish: Selected Sources*. Ultimately, this latter report also will be available in Spanish.

## Contents

Introduction .....	1
General Information .....	1
Access to Jobs and Workers' Issues .....	2
Americans with Disabilities Act .....	3
Childcare .....	3
Consumer Protection .....	3
Disaster Relief .....	4
Elder Care .....	4
Emergency Preparedness .....	4
Environmental Protection .....	5
Federal Bureau of Investigation .....	5
Food Safety .....	5
Health Issues .....	6
Higher Education .....	7
Homeland Security .....	8
Housing .....	8
Immigration .....	8
Immunizations .....	9
Limited English Proficiency .....	9
Medicaid .....	9
Medicare .....	9
The Presidency .....	10
Retirement .....	10
Small Business Administration .....	10

Social Security Administration .....	11
Taxes .....	12
Telephone Service .....	12
Travel and Tourism .....	12
Veterans Affairs .....	13
Voting .....	13

# Federal Services for Constituents Available in Foreign Languages: Selected Sources

## Introduction

Many congressional offices are representing constituencies that include non-English speakers, and frequently receive correspondence from constituents in a foreign language. The federal government has recognized the need for material in foreign languages for this population by translating much useful information into a variety of languages. The following report compiles selected sources of federal information in foreign languages, on a variety of constituent concerns. Information on foreign language sources is provided in English, where available. Our goal is that this report will aid English speaking staff of congressional offices in dealing with concerns of their non-English speaking constituents.

Most of this information is available through the Internet, which is accessible to patrons of many local libraries.<sup>1</sup> Information on Spanish-language sources is available in this report, as well as in a separate CRS report, CRS Report RL31732, *Federal Services for Constituents Available in Spanish: Selected Sources*, dedicated only to Spanish-language sources. Ultimately, this latter report also will be available in Spanish. Much of the information located is available in Spanish, and selected information is available in several other languages, as noted in the text of this report.

## General Information

The Federal Citizen Information Center has a multi-language gateway, located at [<http://www.pueblo.gsa.gov/multilanguage/multilang.htm>], that contains lists of some federal resources available in foreign languages; the list is organized by language. The languages are: Arabic, Armenian, Cambodian, Chinese, Farsi, French, German, Greek, Haitian-Creole, Hebrew, Hindi, Hmong, Icelandic, Italian, Japanese, Korean, Laotian, Polish, Portuguese, Russian, Samoan, Spanish, Tagalog, Thai, and Vietnamese. The resources available in Spanish ([<http://www.pueblo.gsa.gov/spanish/splinks.htm>]) are especially comprehensive. (The topics covered in Spanish are: children, education, employment, environment, federal benefits and services, food and nutrition, health, housing, money, safety, small business, and consumer assistance.) Examples of topics covered in other languages are discrimination based on national origin, Voice of America, food safety, medicines for women, smoke detectors, international long distance calling, and a

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<sup>1</sup> Suzy Platt. *How to Find Information in a Library and on the Internet*. CRS Report 97-76. 6 p.

variety of consumer concerns. Not all topics are covered in all languages. For now, the titles are available only in English. Ultimately, the Federal Citizen Information Center plans to provide titles in the relevant language.<sup>2</sup> Individuals who are interested in a specific area will find a topical approach in the remainder of this report, and may find cites to information on that topic, in the desired language, below.

## **Access to Jobs and Workers' Issues**

The Equal Employment Opportunity Commission ([<http://www.eeoc.gov>]) offers a variety of free publications in several languages, including Arabic, Chinese, Haitian Creole, Korean, Russian, Spanish, and Vietnamese. The topics they cover include filing a charge of job discrimination; employment rights of immigrants under federal anti-discrimination laws (on the basis of national origin, pregnancy, religion, race/color, and age); mediation; small business information; Americans with Disabilities Act; Family and Medical Leave Act; and sexual harassment, among others.

Brochures on employment rights of immigrants under Federal anti-discrimination laws are available also in French, Hindi, and Urdu. Information on employment discrimination based on religion, ethnicity or country of origin is available also in Farsi, Hindi, Punjabi, and Urdu. Many of these publications are available online at [<http://www.eeoc.gov/publications.html>] or there is an online form to order paper copies by mail. The publication section of the EEOC webpage can be accessed by scrolling down to the "Information in Print" category. The listing available includes publication in foreign languages, but the titles are all in English.

The U.S. Department of Labor, Employment Standards Administration, Wage and Hour Division, offers several fact sheets in Spanish:

- Federal Child Labor Laws in Farm Jobs  
[<http://www.dol.gov/esa/regs/compliance/whd/whdfs40spanish.htm>]
- Child Labor Provisions of the Fair Labor Standards Act for Nonagricultural Occupations  
[<http://www.dol.gov/esa/regs/compliance/whd/whdfs43spanish.htm>]
- Minimum Wage, Record keeping, and Child Labor Requirements of U.S. Law Applicable to Foreign Commercial Vehicle Operators and Helpers  
[<http://www.dol.gov/esa/regs/compliance/whd/whdfs47spanish.htm>]
- Application of U.S. Labor Laws to Immigrant Workers: Effect of *Hoffman Plastic* decision on laws enforced by the Wage and Hour Division  
[<http://www.dol.gov/esa/regs/compliance/whd/whdfs48spanish.htm>]

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<sup>2</sup> E-mail from Arlene Gallego, Federal Citizen Information Center, January 28, 2003.

The Department of Labor also provides information in Spanish on pension coverage and health benefits for unemployed workers at [<http://www.dol.gov/ebsa/pdf/QA.pdf>].

## Americans with Disabilities Act

The U.S. Department of Justice provides information about the Americans with Disabilities Act (ADA) through a toll-free ADA Information Line. This service permits businesses, state and local governments or others to call and ask questions about general or specific ADA requirements including questions about the ADA Standards for Accessible Design.

ADA specialists are available Monday through Friday from 10:00 AM until 6:00 PM (eastern time) except on Thursday when the hours are 1:00 PM until 6:00 PM. **Spanish language service is also available.** [Emphasis added]

For general ADA information, answers to specific technical questions, free ADA materials, or information about filing a complaint, call: 800-514-0301 (voice) or 800 514-0383 (TTY). (Source: [[http://www.usdoj.gov/crt/index\\_esp.htm](http://www.usdoj.gov/crt/index_esp.htm)])

Several publications related to ADA are available in different languages, also through the ADA Information Line (cited above). Lists of these titles can be found at [<http://www.usdoj.gov/crt/ada/publicat.htm>]. For example, brochures entitled “ADA Questions and Answers,” “A Guide to Disability Rights Laws,” and “ADA Guide for Small Businesses” are available in Spanish, Cambodian, Chinese, Hmong, Japanese, Korean, Laotian, Tagalog, and Vietnamese. Other publications are available in Spanish, for example, “A Guide for People with Disabilities Seeking Employment,” “Commonly Asked Questions about Service Animals,” and “Questions and Answers: the ADA and Persons with HIV/AIDS.”

## Childcare

The U.S. Department of Health and Human Services sponsors a “Child Care Aware” website in Spanish. It provides information on finding quality child care, child safety, and the “Daily Parent” newsletter. See [<http://www.childcareaware.org/sp/>].

## Consumer Protection

The Federal Citizen Information Center provides a catalogue of consumer publications available in Spanish at [<http://www.pueblo.gsa.gov/spanish/>]. The federal government also maintains a website that consolidates various aspects of consumer information: [<http://www.consumer.gov/index.htm>]. The site is organized by the following topics: food, products safety, health, home and community, money, transportation, children, careers and education, technology, and “Etc.”. Lists of links appear under each heading, with an indication of which

information is available in Spanish. Current examples are on illegally imported cigarette lighter recall, a holiday toy recall checklist (under “Products Safety”), Halloween safety tips and identifying an asthma-friendly childcare setting (under “Children”), and shopping for and negotiating the best mortgage (under “Money”).

The Federal Trade Commission has extensive information in Spanish on a number of issues of concern to consumers at [<http://www.ftc.gov/ftc/spanishinfo/consumer.htm>]. Hotlinks to information are available as follows: automobiles, credit, diet, health and fitness, “at home” (mortgages, bedding, home repair, and holiday shopping), e-commerce and the internet, franchise and business opportunities, investments, products and services, seniors’ issues, telephone services, scholarship and employment services, and telemarketing. There is also information on filing a consumer complaint, identity theft, business information, media resources, and consumer information.

Information in Spanish, for businesses and consumers, on the National “Do Not Call” Registry, which deals with issues associated with telemarketers, is available at [<http://www.ftc.gov/bcp/online/spanish/alerts/s-dncalrt.htm>] The FBI provides a Spanish version of its publication entitled “A Parent’s Guide to Internet Safety” at [<http://www.fbi.gov/publications/pguide/pguides.htm>]. The Federal Reserve Board provides information in Spanish on home mortgages, vehicle leasing, and complaints about a bank. See [<http://www.federalreserve.gov/consumers.htm>].

## **Disaster Relief**

The Federal Emergency Management Agency provides a translation of its website into Spanish. See [[http://www.fema.gov/spanish/index\\_spa.shtm](http://www.fema.gov/spanish/index_spa.shtm)]. Topics include minimizing the effects of the next flood, information on amounts of money made available for disaster assistance, and current information on the status of access to disaster assistance.

## **Elder Care**

The U.S. Department of Health and Human Services, Administration on Aging offers translations of its web page in Chinese, French, German, Italian, Japanese, Korean, Portugese, and Spanish. ([<http://www.aoa.gov/>] Topics covered include Alzheimer’s Disease, information for care-givers, grants programs and other topics. Specific language pages also provide a link to a website that has an electronic translation service for short phrases: [<http://babel.altavista.com/translate.dyn?url=http://www.aoa.gov/index.asp&lp=en.es>]

## **Emergency Preparedness**

The newly created U.S. Department of Homeland Security (DHS) provides information for dealing with a wide range of emergency situations, including disasters; chemical, biological and radiation threats; and potential terrorist attacks.



Information includes definitions of various types of threats, instructions for preparing emergency kits for the home, and on how to obtain additional information. Currently the information is available in English, but the Department intends to provide information in additional languages in the immediate future. (Source: [<http://www.ready.gov/languages.html>])

The Center for Disease Control (CDC) provides information about Anthrax, Avian Flu, Ricin and Small Pox vaccination programs. Each topic area offers foreign language links. CDC general information is available in Spanish. ([<http://www.cdc.gov/spanish/bt/>])

## **Environmental Protection**

The U.S. Environmental Protection Agency (EPA) Web site provides a variety of information in Spanish at [<http://www.epa.gov/espanol/>]. The topics covered include the environment in one's daily life, protecting children, relevant laws and treaties, technical material for environmental professionals, environmental emergencies, such as oil spills and the like, and other Spanish-language resources on the environment.

## **Federal Bureau of Investigation**

We located material in Spanish and French on the Federal Bureau of Investigation (FBI) Web site, by typing in "espanol" or "français" into the box on the search screen ([<http://www.fbi.gov/search.htm>]). Most of the translations are of selected material concerning individuals among the FBI's "ten most wanted."

## **Food Safety**

The U.S. Food and Drug Administration, Center for Food Safety and Applied Nutrition provides information in English, French, Spanish, Russian, Chinese, Japanese, German, Korean, Italian, and Portuguese. Topics vary, and include cosmetics, food additives, foodborne illness, imports and exports; not all topics are available in all languages. See [<http://www.fda.gov/oia/foreigndocs.htm>].

As part of [<http://www.firstgov.gov>], there is a central site on food safety (Gateway to Government Food Safety Information. Other Languages Documents) at [<http://www.foodsafety.gov/~fsg/fsglang.html>]. This site points to information on many food safety issues, and provides it in Chinese (traditional and simplified), French, German, Japanese, Korean, Portuguese, Russian, and Spanish.

This site also has hot links to several sites that are available in multiple languages. It includes information from the Foodborne Illness Education Center, sponsored by the Department of Agriculture and the Food and Drug Administration. Some of the material is available through interlibrary loan from the National Agricultural Library, and is available in 33 different languages. Topics include food

safety, food additives, FDA import procedures, pesticides, food and cosmetic regulatory responsibilities, for example. See [http://peaches.nal.usda.gov/foodborne/fbidb/forlang.asp].

There is also a link to the Integrated Food Safety Information Delivery System (sponsored by the Department of Inspections and Appeals, Iowa), which has several signs and fact sheets in 14 different languages for use by local food establishments, on topics such as handwashing, smoking, and dishwashing. See [http://www.profoodsafety.org/]. Finally, the site provides a link to the New South Wales Australia Multicultural Health Communications Service, with 5 food safety publications translated into 14 different languages. Choose “Food Safety” from the list of topics, and a link to the foreign language version of a publication is available from the English version of the specific publication. See [http://mhcs.health.nsw.gov.au/health-public-affairs/mhcs/publications/langindex.html].

## Health Issues

The Centers for Disease Control and Prevention (CDC) maintains extensive health information in Spanish on its website. For the first page of the Spanish material with links to various topics, see [http://www.cdc.gov/spanish/default.htm]. They include allergies and asthma, mental health, and tips on quitting smoking. Each topic then links to Spanish publications on various aspects of that topic. There is also information on biological terrorism, covering both anthrax and smallpox: [http://www.cdc.gov/spanish/bt/default.htm]. An index in Spanish of a broad range of health issues, with links to further information in Spanish, is available at [http://www.cdc.gov/spanish/indice.htm]. The phone number for help from the CDC in Spanish is 1-888-246-2857. Links in other languages are accessible by topic, each as Avian Flu.

The National Library of Medicine and the National Institutes of Health provide extensive resources in Spanish on a wide variety of topics at [http://www.medlineplus.gov/spanish]. The site provides an alphabetical index of health topics, with links to relevant information, an illustrated health encyclopedia (with 4,000 articles), as well as interactive tutorials. The website provides a dictionary link with a translation option. (see [http://allserv.rug.ac.be/~rvdstich/eugloss/welcome.html]).

Through the Combined Health Information Database (CHID online) ([http://www.chid.nih.gov]), which is a bibliographic database produced by health-related agencies of the Federal Government, a wealth of health promotion and education materials and program descriptions is provided. This database includes titles, abstracts, and availability information for health resources which are not indexed elsewhere. New records are added quarterly and current listings are checked regularly to help ensure that entries are up-to-date and still available from their original sources. Some older records are retained for archival purposes. CHID is updated for times a year. The updated database is available at the end of these months: January, April, July, and October. CHID is searchable in more than twenty

languages, including Spanish, by scrolling to the bottom of the search screen and using the “refine your search” drop-downs. ([<http://chid.nih.gov/detail/detail.html>])

Through the federal government gateway on food safety ([<http://www.foodsafety.gov>]), There is a language link ([<http://www.foodsafety.gov/~fsg/fsclang.html>]). There is also a link to a wide range of health topics, covered in 44 different languages at [<http://mhcs.health.nsw.gov.au/health-public-affairs/mhcs/publications/langindex.html>]. There are some 35 health related topics on the site, from “Abuse” to “Women’s Health.” Not all topics are covered in each language, but there are links, by language, that will connect to the topics that are available in that language. This site is maintained by the New South Wales Australia Multicultural Health Communications Service.

Consumer education materials about prescription, generic, and over-the-counter drug products is available in Spanish through the Center for Drug Evaluation and Research of the U.S. Food and Drug Administration ([<http://www.fda.gov/cder/handbook/Spanish.pdf>]). Topics covered are buying drugs overseas, a guide to managing the benefits and risks of medicines, being an active member of your health care team, and steps to safer health care.

The Department of Labor website ([<http://www.dol.gov>]) has several documents in Spanish that are related to health issues:

- Work Changes Require Health Choices  
[<http://www.dol.gov/ebsa/pdf/workspn.pdf>]
- Life Changes Require Health Choices  
[<http://www.dol.gov/ebsa/pdf/LifeSpn.pdf>]
- Top 10 Ways to Make Your Health Benefits Work for You  
[<http://www.dol.gov/ebsa/pdf/Top10Spn.pdf>]

## **Higher Education**

The U.S. Department of Education’s Federal Student Aid (FSA) programs are the largest source of student aid in America, providing nearly 70% of all student financial aid. The Federal Student Aid website has versions in English ([<http://studentaid.ed.gov/PORTALSWebApp/students/english/index.jsp>]) and in Spanish ([<http://studentaid.ed.gov/PORTALSWebApp/students/spanish/index.jsp>]). A variety of publications on federal student aid is available on line in Spanish at [<http://studentaid.ed.gov/PORTALSWebApp/students/spanish/publications.jsp>], including the Free Application for Federal Student Aid, information on funding an education, and repaying a student loan.

## Homeland Security

For information on this topic, consult the emergency preparedness section of this guide. See ([<http://www.ready.gov/espanol/index.html>]) for information in Spanish.

## Housing

The Department of Housing and Urban Development has information in Spanish on many housing issues, including buying a home ([<http://espanol.hud.gov/buying/index.cfm?lng=es&lang=es>]), rental assistance ([<http://espanol.hud.gov/renting/index.cfm?&lang=es>]), housing options for senior citizens ([<http://espanol.hud.gov/groups/seniors.cfm?lang=es&lang=es>]), and for people with disabilities ([<http://espanol.hud.gov/groups/disabilities.es.cfm?lang=es>]). Each of these links has related links in Spanish on myriad topics such as keeping one's home healthy for children, a home-shopping checklist, renters insurance, federal financial assistance to renters, filing a housing discrimination complaint, and numerous others.

The site includes a listing by state of HUD-approved housing counseling agencies throughout the country that give advice on buying a home, renting, defaults, foreclosures, credit issues and reverse mortgages. See [<http://espanol.hud.gov/offices/hsg/sfh/hcc/hccprof14.cfm?lang=es>]. Phone service is also available in Spanish: 1-800-569-4287. (Option 2 is for Spanish language information).

## Immigration

The Bureau of Citizenship and Immigration Services (BCIS) of the Department of Homeland Security (DHS), provides nationwide assistance by telephone to customers calling from within the United States about immigration services and benefits. Service is available in English and Spanish. Both automated information and live assistance are available, by calling 1-800-375-5283 (press 2 for service in Spanish); the TTY number is: 1-800-767-1833. The website is almost exclusively in English, but a limited version of the website and question and answer page can be found [<http://uscis.gov/graphics/index.htm>]

The BCIS website links to forms and other information in English. It then provides links to free Internet sites that provide translations, for several languages, although it does not endorse these services nor can it guarantee their accuracy. It cautions that the translations are prepared electronically, but that the results of using these services might serve as a starting point.

See [<http://www.uscis.gov/graphics/translate.htm>].

## **Immunizations**

The Centers for Disease Control and Prevention maintains a Web site on its National Immunization Program. Information on this topic is available in Spanish at [<http://www.cdc.gov/spanish/inmunizacion.htm>]. The site also provides a phone number where help is available in Spanish: 1-800-232-0233.

## **Limited English Proficiency**

Government-wide efforts to build awareness of the needs of individuals with limited English proficiency (LEP) has resulted in the [<http://www.lep.gov>] website. The efforts of 35 Federal agencies are described on this website, which is maintained by the Department of Justice (DOJ). This website serves as a clearinghouse for government programs and efforts to provide services to individuals with limited proficiency in English. It provides detailed descriptions of the programs underway in most Federal agencies and provides links to community organizations. The information provided in this website is primarily in English.

## **Medicaid**

According to the website for the Centers for Medicare and Medicaid Services (CMS), “Medicaid is a jointly-funded, cooperative venture between Federal and State governments to assist states in the provision of adequate medical care to eligible needy persons.... Eligibility is limited to individuals who fall into specified categories. The federal statute identifies over 25 different eligibility categories for which federal funds are available.” The CMS website ([<http://www.cms.hhs.gov/medicaid/>]) details eligibility criteria in English. For most states, there is a hotlink to that state’s Medicaid website ([<http://www.cms.hhs.gov/states/>]). State information includes contact phone numbers and addresses for the office within each state which administers Medicaid. Some of the numbers are toll free and each state indicates the availability of foreign language service.

## **Medicare**

The Centers for Medicare and Medicaid Services administers the Medicare program. CMS has Spanish phone service available at 1-800-633-4227; press 2 for Spanish. An overview of the information available on the Medicare Web site can be found at [<http://www.medicare.gov/>]. There are separate tabs for information in Spanish and Chinese. They have 33 publications available in Spanish. Ordering information is available at [<http://www.medicare.gov/Publications>]. A tab provides access to the publications list in Spanish. All are available in PDF format online at the same URL.

The Medicare publications catalogue has a complete listing of brochures available on a variety of topics, including eligibility, nursing homes, Medicare plan choices, and Medicare claims. This catalogue, in pdf format at [<http://www.medicare.gov/Publications/Pubs/pdf/pubcatalog.pdf>], lists titles in English, and indicates whether a publication is available in Spanish (in some cases, also in large print Spanish, or as an audiotope), Chinese, and braille. There is also a publications catalogue in Spanish: [<http://www.medicare.gov/Publications/Pubs/pdf/sppubcatalog.pdf>].

All Medicare publications are free and most are available on the Web, [<http://www.medicare.gov>], by calling 1-800-733-4227, or through a Web mailing list. Choose “Subscribe to Our Mailing List” from the Medicare Web site to take advantage of this last option.

## **The Presidency**

The White House Web site provides information in Spanish on the President and a variety of public policy issues, such as terrorism, the economy, education, and Medicare. The gateway is at [<http://www.whitehouse.gov/espanol/index.es.html>]. See the “Travel and Tourism” section, below, for information on visiting the White House.

## **Retirement**

For Federal retirees, the Office of Personnel Management (OPM) provides information in Spanish at [<http://www.opm.gov/retire/spanish/html/faqs/index.asp>]. It includes information on planning for retirement, retirement topics, such as criteria for eligibility, benefits and procedures, and a guide to the most frequently asked questions. There is also a list of publications that are available in Spanish: [<http://www.opm.gov/retire/spanish/library/index.asp>].

The Department of Labor website ([<http://www.dol.gov>]) has two documents in Spanish that are related to retirement and a variety of forms, wage statements and conditions of employment in Spanish. ([<http://www.dol.gov/library/forms/go-forms/go-search-dol-forms.asp>]).

- Women and Retirement Savings  
[<http://www.dol.gov/ebsa/publications/womensp.htm>]
- Top 10 Ways to Prepare for Retirement  
[<http://www.dol.gov/ebsa/publications/top10spn.htm>]

## **Small Business Administration**

The Small Business Administration (SBA) was created to “aid, counsel, assist and protect. . . the interests of small business concerns.” Its Web site provides

information in Spanish at [<http://www.sba.gov/espanol/>]. It includes extensive information on topics such as the programs and services of the SBA, financing small business, and assistance in case of a disaster. There is also information on contacting the national ombudsman ([[http://www.sba.gov/espanol/Ombudsman\\_Nacional/](http://www.sba.gov/espanol/Ombudsman_Nacional/)]).

## Social Security Administration

General information on Social Security is available in the following languages: Arabic, Armenian, Chinese, Farsi, French, Greek, Haitian Creole, Italian, Korean, Polish, Portuguese, Russian, Spanish, Tagalog, and Vietnamese. See [<http://www.ssa.gov/multilanguage/>]. There are links from each language on this page to the lists of titles of related publications that are available in that language. The titles are in English and the relevant foreign language. Although the list varies for each language, samples of the titles currently available, are:

- A Snapshot of Social Security
- Interpreter Services Policy
- Supplemental Security Income Benefits (SSA Pub. 05-10734)
- Supplemental Security Income in California (SSA Pub. 05-1176)
- SSI Rights and Responsibilities (SSA Pub. 05-10826)
- Disability Benefits (SSA Pub. 05-10736)
- Update 2002 (SSA Pub. 05-10856)
- Retirement and Survivor Benefits (SSA Pub. 05-10725)

The Social Security Administration Web site has a gateway to comprehensive information in Spanish [<http://www.ssa.gov/espanol/>]. Several topics are covered, including retirement benefits, Medicare, and disability benefits. There are also glossaries, both English to Spanish and Spanish to English, of terms that the Social Security Administration uses, located at [<http://www.ssa.gov/espanol/glossintro.html>]

The language gateway ([<http://www.ssa.gov/multilanguage/>]) presents a general overview and provides access to specialized information in fifteen languages (ranging from Arabic to Vietnamese). In addition, the Social Security Administration website has recently added a gateway for Asian Americans and Pacific Islanders ([<http://www.ssa.gov/aapi/index.htm>]) with links to specific information in Korean, Chinese, Tagalog, and Vietnamese.

Sample Social Security Statements are available in Chinese, Italian, Korean, Polish, Spanish, Tagalog, and Vietnamese at [<http://www.ssa.gov/mystatement/>]. A Social Security Statement is “a concise, easy-to-read personal record of the earnings on which one has paid Social Security taxes during your working years and a summary of the estimated benefits you and your family may receive as a result of those earnings.”

The Social Security Administration also provides free interpreter services, to conduct Social Security business. See [<http://www.ssa.gov/multilanguage/langlist1.htm>] or call 1-800-772-1213, 7 a.m.-7 p.m., Eastern time, Monday through Friday. The foreign languages covered by this service are: Arabic, Armenian,

Cambodian, Cantonese or Mandarin Chinese, French, Greek, Haitian Creole, Hmong, Italian, Japanese, Korean, Laotian, Polish, Portuguese, Russian, Spanish, Tagalog, and Vietnamese. The Web site also provides a poster with an offer of interpreter services in each of the languages.

([http://www.ssa.gov/multilanguage/20x32Poster8\\_13\\_03.pdf](http://www.ssa.gov/multilanguage/20x32Poster8_13_03.pdf))

## **Taxes**

The Internal Revenue Service (IRS) has a gateway to its information in Spanish: [<http://www.irs.gov/espanol/index.html>]. It includes a link to its publications in Spanish ([<http://www.irs.gov/espanol/content/0,,id=99758,00.html>]), instructions on how to obtain information in Spanish by phone [<http://www.irs.gov/espanol/article/0,,id=99715,00.html>], and an English-to-Spanish glossary of terms used in IRS publications [<http://www.irs.gov/pub/irs-pdf/p850.pdf>].

## **Telephone Service**

In a collection of consumer alerts and fact sheets on its Web site, the Federal Communications Commission (FCC), Consumer and Governmental Affairs Bureau Web site provides information on international long distance calling in Arabic, Chinese, English, French, German, Hebrew, Hindi, Japanese, Korean, Russian, Spanish, Tagalog, and Vietnamese. See [[http://www.fcc.gov/cgb/information\\_directory.html](http://www.fcc.gov/cgb/information_directory.html)]; scroll down to the subhead “International,” to access the links to the foreign language material. The brochure covers instructions on placing an international long distance call, information on the best way to save money on international calls, calling plans, dial-arounds, pre-paid cards, international callback services, telephone translation services when placing international calls, and money saving tips for selecting an international long distance service.

To file a complaint to the FCC on telephone-related issues, a form is provided in Spanish at [<http://www.fcc.gov/cgb/complaints.html>]. According to the Web site, this form is to be used for “general telephone complaints including billing disputes, cramming, taxes on phone bill, telephone company advertising practices, telephone information services, unsolicited telephone marketing calls and faxes, and accessibility by persons with disabilities to telecommunications equipment and services.” The FCC asks that the form not be used for filing slamming complaints. There is a tab for services in Spanish. The direct access to FCC consumer information in Spanish is [<http://www.fcc.gov/cgb/consumerfacts/spanish/spanish.html>].

## **Travel and Tourism**

The Transportation Security Administration has prepared a brochure on prohibited and permitted items for air travel passengers, that is available in Spanish at [[http://www.tsa.gov/interweb/assetlibrary/Chart\\_Brochure\\_Spanish.pdf](http://www.tsa.gov/interweb/assetlibrary/Chart_Brochure_Spanish.pdf)].



The National Park Service gives access to a list of all its parks related to a specific cultural heritage, although the information about them is in English. See [<http://data2.itc.nps.gov/parksearch/topicsearch.cfm>], and scroll to the bottom of the page, to choose from the following ethnic groups: African American, Alaska Native, Asian American, Hispanic American, Native American, and Pacific Islander.

For visitors to Washington, D.C., the Smithsonian Institution provides guides in

- German: [<http://www.si.edu/guides/german.htm>],
- Spanish: [<http://www.si.edu/guides/spanish.htm>],
- French: [<http://www.si.edu/guides/french.htm>],
- Russian: [<http://www.si.edu/guides/russian.htm>],
- Chinese: [<http://www.si.edu/guides/chinese.htm>], and
- Japanese: [<http://www.si.edu/guides/japanese.htm>].

Guides to the National Gallery of Art are available in French, German, Italian and Spanish. See [<http://www.nga.gov/collection/ggpdfen.htm>]. Information on visiting the White House can be found in Spanish at [<http://www.whitehouse.gov/history/tours/index.es.html>].

## **Veterans Affairs**

The Department of Veterans Affairs (VA) provides information in Spanish on a variety of topics, including compensation and pension benefits, education benefits, and other benefits, such as assistance to homeless veterans or former prisoners of war. See [<http://www.vba.va.gov/bln/21/milsvc/benfacts.htm>].

## **Voting**

Various publications on voting in the United States are available in Spanish from the Federal Election Commission Web site, such as information on federal campaign financing, a citizen's guide to support for federal candidates, registration, accounting and reports of expenses for candidates, the role of foreign persons in U.S. elections, public financing of presidential elections, and volunteer activities related to elections. See [<http://www.fec.gov/pages/espanol.htm>].